

DEPARTMENT OF THE NAVY
NAVAL AIR STATION WHIDBEY ISLAND
OAK HARBOR, WASHINGTON 98278-5000

NASWHIDBEYINST 2060.1E
N6:Me
5 Jun 2000

NASWHIDBEY INSTRUCTION 2060.1E

Subj: TELEPHONE SERVICE

(D)

1. Purpose. To publish the policy and procedure for the use of telephone facilities aboard Naval Air Station (NAS) Whidbey Island.

2. Cancellation. NASWHIDBEYINST 2060.1D

3. Policy. Personal calls shall not be made from official telephones. This applies to both local calls and long distance calls involving tolls, 800 numbers, and third party billing. Personal calls may be made from pay station telephones or from commercially owned telephones installed in quarters. Use of government furnished telephones for conducting private business is prohibited. Government telephone lines are subject to monitoring.

4. Facilities Available

a. Restricted Stations. These telephones are available for on-station communication.

b. Nonrestricted Stations. These telephones have the capabilities of off-station dialing on the Metropolitan Area Network (MAN), local area, and Defense Switched Network (DSN) dialing. Commercial long distance calls must be placed from nonrestricted stations.

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c. Combined Bachelor Housing (CBH) Telephone Facilities. The CBH facilities have restricted on-station telephone services for official use only. Official off-station calls will be connected through the station operator if the operator is informed that it is an official call. Unofficial telephone services for CBH facilities are provided by American Telephone and Telegraph (AT&T). Orders for procurement should be placed directly with the company business office at 1-800-893-2018.

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d. Overseas Morale Calls

(1) The routing of Morale Calls via the DSN system is a privilege afforded personnel based at NAS Whidbey Island who are deployed overseas. IT IS NOT A RIGHT. Morale Calls are limited

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to deployed personnel ONLY. No calls originating from local off-base locations will be patched to an overseas DSN line unless specifically authorized. The NAS Whidbey Island Petty Officer of the Watch (POOW) is the central point of contact for the base. All calls will be limited to 10 minutes. No calls will be forwarded to long distance or 800 numbers unless specifically authorized.

(2) Aircraft Intermediate Maintenance Department (AIMD), Commander, Electronic Attack Wing, U.S. Pacific Fleet (CVWP), and Commander, Patrol and Reconnaissance Wing TEN (CPRW-10) will make every effort to handle Morale Calls for personnel within their respective groups. The NAS Whidbey Island POOW should be used on an emergency basis only. The following numbers are to be used by the above personnel for routing Morale Calls:

(a) AIMD: 820-1571, 820-1561, 820-2413

(b) CVWP: 820-2278

(c) VQs: 820-8356, 820-8359

(d) VPs: 820-0375, 820-8689

5. Responsibility of Official Authorizing Long Distance Calls

- R) a. Determine the urgency of a transaction requires such prompt action that other means of communication (e.g., naval message or e-mail) would not suffice.
- b. Limit authorized conversation to a reasonable length of time. Except for conference calls, 3 minutes should usually suffice.
- c. Record long distance and collect calls in a telephone log for use in verifying billing invoices.
- d. Review completed calls. Investigate those that appear questionable and initiate necessary corrective action.
- R) e. Make available all documents required for periodic audits of procedures by Information Resource Management (IRM) telephone division personnel.

6. Procedures

- R) a. MAN. The MAN is Navy owned and connects to all the bases in the Puget Sound region. Official calls to these bases and their surrounding areas are non-billable.

b. DSN. Instructions for placing DSN calls are contained in the station telephone directory. DSN is not authorized for nonappropriated fund activities, for personal or unofficial calls, or for calls within the station or local area. (R)

c. Outgoing Long Distance Calls. Official long distance calls can be placed from nonrestricted stations when DSN is not available. Instructions for placing long distance and overseas calls are in the station telephone directory. Priority DSN calls must go through the switchboard. All hands are reminded they may be billed for a toll call which does not clearly fall within the scope of an official long distance call. (R)

d. Incoming Collect Calls. Incoming collect calls dialed directly to a station extension shall be recorded by the called party for reconciliation with the station telephone toll bill. Long distance calling criteria also applies to incoming collect calls.

e. Conference Calls. Facilities are available for placing official conference calls involving three or more persons. Conference calls should be used in lieu of holding a line while calls are transferred from one person to another, or in preference to individual calls to several persons. The telephone operator will assist in arranging these calls.

f. Switchboard Operating Hours. The switchboard will be attended only from 0700 to 1630, Monday through Friday. Emergency answering service will be provided by the Petty Officer of the Watch (POOW) during the closure hours. This is a limited service and shall not be used for unofficial calls. To limit the number of information requests to the POOW, consult your station telephone directory before asking for information assistance. (R)

g. Precedence and Preemption. All calls placed through the station operator shall be classified as routine, unless the caller indicates a higher category of precedence. Strict adherence to the precedence definitions is mandatory. (R)

7. Repair. Telephone trouble/repair calls for on-base numbers (257-XXXX) shall be reported to extension 7-2667. Problems on private lines (675/678/240/279/679-XXXX) are reported to GTE or AT&T. (R)

8. Work Requests. Work requests concerning telephone moves, changes, or installation shall be submitted on Work Request, Naval Air Station Whidbey Island, NASW 11014/30 (3-00) to the IRM Department, Telephone Division (N612), building 975.

- A) 9. Cell Phones. Requests for cell phone service and equipment must be sent directly to the IRM Department (N6), building 113. The request will include justification, anticipated usage, whose name will appear on the bill, and the verifying official for billing. The IRM Director and Communications Officer will review the criteria and determine if service will be set up for the customer.
- R) 10. Forms. NAS Whidbey forms required by this instruction are available on the NAS Administration Department Intranet web site. Contact Forms Control, NAS N12D, extension 7-2637 for information and assistance.

/s/
L. G. SALTER

Distribution:
NASWHIDBEYINST 5215.2FF
Lists A(less 1,2), B thru E